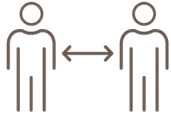




## WE CARE!



- The Cove will offer treatments with limited booking capacity to ensure social distancing.
- The immersion pools are open, with limited access, for a maximum of 2 hours after the spa treatment.
- Immersion pools are only accessible to guests with (day of) spa treatments.



- The modified spa menu will offer 60-minute services only.
  - Guests coming in groups must abide by time restrictions, even if members of their group have different start times.
- Guests may arrive 15 minutes prior to the appointment time to complete the intake form, Covid-19 form, and change into a spa robe and sandals.
- Guests will meet their therapists in The Cove immersion pool area, where seating will be set for appropriate physical distancing.



- Upon booking, the guest will complete a verbal Covid-19 symptom check with our spa coordinator (within 14 days) and during confirmation calls 48 hours in advance.
- A temperature check will be taken for every spa guest. Temperature readings cannot exceed 100.3 degrees and will be re-taken a second time, if the temperature is over 100.3, to ensure accuracy.
- If the temperature is over 100.3, the guest will be asked to reschedule their appointment.



- Locker room amenities will be available upon request.
- All spa lockers will be cleaned and sanitized between guests.
- All treatment rooms will be given extra care by extending the time between services to focus on the sanitization process prior to guest arrival.



- A sanitizer station will be present.
- Water and tea service will be available in The Cove with disposable cups.
- Individual spa snack amenities are available for guests.

## OUR TEAM



- Each therapist receives a temperature check upon arrival to The Cove.
- All employees of The Cove have been tested for Covid-19 prior to returning to work.



- All therapists will wash hands at the beginning and end of a treatment.